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From: Harry Williams [<mailto:harryjw39@gmail.com>]
Sent: Wednesday, May 08, 2013 4:45 PM
To: Wayne Massey
Cc: Tom G. Oakley; ;;;; Hipp, Dawn; Morgan, Willie; Jocelyn.Boyd; CFunderburk@tegacaysc.gov
Subject: Re: Tega Cay Water Service -

Tom Oakley,

Your email was pathetic. After all this time I can't believe that you're still stabbing in the dark to try and resolve this problem. Obviously Your CEO needs to get off his lazy butt and hire and lead competent people. It appears that the only proficiency you people have is getting the PUC to allow you to raise our rates. Where have all the rate increases gone? You need an oversight committee of people from Tega Cay to teach you how to run your business and spend our hard earned money.

On Wed, May 8, 2013 at 12:32 AM, Wayne Massey <wayne.massey@choosepi.com> wrote:

Tom,

Thank you for your email. I have been a customer since 2006. Since I have been here, every two years like clockwork TCWS has headed down to Columbia claiming poverty and begging for a rate increase. Each time TCWS is granted the increase and told to spend money to maintain and improve its infrastructure. For example, the previous rate increase granted in 2010 was supposed to be spent for capital improvements to prevent this type of disaster. But also like clockwork it seems that Tega Cay suffers each year from one or multiple sewage overflows. This year alone: three or more sewage overflows into the lake and one guys newly remodeled house covered in poop.. and this only is from what I read in the news..

Why?

With one of the highest water and sewage rates in the nation, why can you not keep the sewage out of the lake?

I mean for almost \$100 a month, I can do better just by running sewage lines to the lake from my house. Considering all of the raw sewage that you are throwing in Lake Wylie lately, It can't be much worse?

Does your company not believe in preventive management and capital improvements? I am talking about real money.. the money that you were supposed to have spent the last couple of rate increases .. Instead, it seems like all TCWS does is band-aid and pocket the difference..

A well ran company would not poop on its customer the way TCWS has or it would have long gone out of business. However, since TCWS has a monopoly and a "right to a profit" , TCWS does not need to be well run. I really do not think that this will be the last of the sewage overflows.. but your email makes a nice "Oops we tried" so that the TCWS can pressure Columbia for another rate increase this year.

Am the I only one in Tega Cay who feels this way? If not, Please reply to all!

Regards,

Wayne Massey

From: Tom G. Oakley [<mailto:TGOakley@uiwater.com>]

Sent: Tuesday, May 07, 2013 2:54 PM

To:

Subject: Tega Cay Water Service

Dear Tega Cay Water Service Customers,

My name is Tom Oakley and I am Chief of Staff for the CEO at Tega Cay Water Service. I am writing to you directly to let you know that we understand and share your concerns about the sewer overflows in our Tega Cay sewer system. We feel we have a responsibility to communicate directly with our customers, hence this letter. If you are not interested in receiving information directly from us going forward, please simply hit "Reply" and put "Do Not Contact" in the subject line.

First and most importantly, I want to be clear, we are going to figure out why we continue to have sewer overflows during significant rain events despite two years of work on this issue. Indeed, the system has been “tightened” up significantly, yet the situation seems to be getting worse. We are committed to stopping all sewer overflows as soon as possible, whatever it takes. We can understand how frustrated you, as homeowners, must be and we are putting all hands on deck to figure this out ASAP. We share your frustration and are committed to resolving the problem as soon as possible.

Secondly, I would like to tell you what we have been doing about this situation over the last two years –

- We have invested over \$1mm improving lift stations and the collection system.
- We have smoke-tested the drainage basin of Plant #2 looking for sources of infiltration. Rainwater infiltration is a major cause of sewer system overflows as rainwater can overwhelm the system.
- We have run a camera inside the majority of the Plant #2 sewer system to look for sources of inflow.

Thirdly, while the problems are clearly associated with rain events, we need to identify how this happening. Here is what else we are doing --

- We have a team of resources from around the country that are en route to Tega Cay. This includes several experts on this type of problem as well as manpower to walk the system and continue to look for sources of infiltration.
- We are bringing in all available camera trucks in the area to look for infiltration.
- We are dye testing the collection system and will be approaching the City to dye test areas of the storm water system in close proximity to the wastewater system. A harmless dye is introduced at various locations throughout the community to identify possible sources of infiltration.
- We are reviewing all changes in the area that could have potentially affected the collection system. These include things such as changes to storm drains or storm collection systems in the area, underground utility work, French drains, and any other underground structure.

- We have assigned a senior resource to this issue. Rick Durham, Regional Vice President, has been directed to focus exclusively on South Carolina and oversee these efforts, specifically. Rick is a water industry veteran and his experience and judgment will help move things ahead with the team and he will be personally responsible for determining solutions. Rick's regulatory experience includes serving as an advocate representing the interests of customers in matters that came before the utility commissions elsewhere. His degree is in Civil Engineering which gives him a full understanding of hydraulics in utility systems. Rick met on Friday in Columbia with our consulting engineer and received a full briefing on the current status. Rick is in Tega Cay today with the engineers and has invited members of both the DHEC and ORS staffs to join him for site visits and further discussions.
- The CEO has asked for a daily briefing on the status of resolving this problem until all overflows have been eliminated.
- We are, in parallel, identifying what can be done at the plant itself as a stop gap measure.

Lastly, we are asking for your help. Identifying the source of the infiltration is urgent and essential to resolve the problem. I would ask that you forward me any information regarding potential scenarios/changes outlined above of which you may be aware.

We are putting every resource necessary to work on resolving the situation in Tega Cay and want you to know it is an urgent priority for us. Should you have any system problems, let me encourage you to contact our customer service phone line ([1-800-272-1919](tel:1-800-272-1919)) since that is the fastest way to get resolution. However, Rick (rjdurham@uiwater.com) and I are available to discuss any issues with you as well.

We appreciate your patience and look forward to closing this matter so that residents no longer need to be concerned and can enjoy your lovely community this summer.

Sincerely,

Tom Oakley

Chief of Staff

Office of the CEO